

VIRGINIA RELAY SERVICE
Customer Contact Report
(June, 2003)

I. Commendations	Voice	TTY	Total
CA/OPR Related	2	7	9
Relay/OSD Related	1	1	2
Other			
Total Commendations	3	8	11
II. Complaints	Voice	TTY	Total
CA/OPR			
Attitude and Manner			
Typing Skill/Speed			
English Grammer			
CA Hung up on me			
Other (CA/OPR)	3		3
Equipment			
Disconnect			
Answer/Wait Time			
Garbled Words		1	1
Other (Equip)			
Methods Related			
Miscellaneous			
Billing Rate			
Scope of Service			
Other (Misc)			
Total Complaints	3	1	4
III. Inquiries/Comments	Voice	TTY	Total
General Information	4		4
Outreach/Marketing	1	2	3
Explain Relay	2		2
TTY Distrib/Purchase	1	1	2
LEC Service			
Billing/Rate		1	1
Computer Settings			
Technical Related	1		1
Other	1	3	4
Total Inquiries/Comments	10	7	17
Grand Total	16	16	32

